

DiagnosticLink 8 FAQ's

Q. Where is my Download Link for DiagnosticLink 8?

A. The download link is made available on the order site when order transaction has completed. Login to order site and navigate to: My Account/My Organization/Subscription

Q. Where is my subscription?

A. The subscription information can be accessed from the order site. Login to order site and navigate to: My Account/My Organization/Subscription

Q. How can I move DiagnosticLink 8 license to a new computer?

A. Use the Deauthorize feature to remove license from old computer:

1. Open DiagnosticLink 8 on the old computer
2. Click Tools/Options/Server
3. Click the Deauthorize button and click OK
4. Enter SSO ID and password when prompted
5. Complete steps as instructed
6. The tool is now de-registered
7. Install DiagnosticLink 8 on the new computer (download link can be located on ordering site under My Accounts/Organization/Subscriptions by clicking the eye glass icon)
8. Enter registration key on the new computer

Q. Is DiagnosticLink 8 Windows 10 compatible?

A. Yes. DiagnosticLink 8 and legacy tools (DRS 6.30 and DDDL 6.50) are Windows 10 32-bit and 64-bit compatible.

Q. What are the System Components Required for DiagnosticLink 8?

A. **System Components Required:**

- Windows Vista SP2, Windows 7, Windows 8, 8.1, Windows 10 (32 & 64 bit)
- 2.0 GHz Dual Core Processor or faster
- 2.0 GB RAM or more
- 40 GB Hard drive with 20 Gigabyte free
- Monitor and graphics card supporting 1024 x 768 resolution and 16-bit color
- 1 free USB
- High Speed or Broadband Internet connection
- IT Security Firewall Access for TCP Port 48481
- Administrative Rights (for installation only)

Q. How can I reinstall DiagnosticLink 8 software after a computer crashed?

A. Once computer has been serviced (hard drive replacement e.g.), the link to download the software can be accessed from the order site. Login to order site and navigate to: My Account/My Organization/Subscription.

1. Locate the Product key and Computer Description of the associated affected hardware (e.g. Service Bay3 or Parts PC2). Note the Equipment ID (i.e. Computer ID).
2. Click on the eye glass icon
3. Click on the download button next to "Click here to download"
4. Follow the posted installation guide to complete installation

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5. Email SSD@daimler.com a request to reset the Equipment /Computer ID that requires reset. Be sure to include the Equipment /Computer ID (from step 1).

Q. Where do I find my computer ID?

A. The DiagnosticLink 8 computer ID can be displayed by launching DiagnosticLink 8 and by clicking Help and About. If DiagnosticLink 8 computer has been replaced due to computer crash or loss/stolen computer, sign-on to order system and navigate to My Account/My Organization/Subscription to view registered product keys and computer ID. To help manage multiple licenses, the Computer Description field can be utilized to enter unique labels (e.g. Service Bay 3 Dell PC or Larrys Field Laptop1).

Q. Where do I find help?

A. Contact information once computer has been repaired or replaced, contact the Detroit CSC and request the appropriate Computer ID be deleted to free up the registration key (computer ID required). Once the key has been made available, reinstall and register DiagnosticLink 8:

1. Login to order site
2. Navigate to My Account/My Organization/Subscription
3. Locate the product key
4. Click on the eye glass icon
5. Click on the download button next to "Click here to download"
6. Register DiagnosticLink 8 using the available key

Q. Can I use my SSO (Single Sign On) ID for legacy DRS 6 programming?

A. No. Legacy DRS 6 programming requires a DRS Application ID. If you already have an active DRS ID, it can be used for DRS programming tasks. To request for a DRS ID, please visit DDCSN. **Please note that only dealers/distributors and affiliates will have access to legacy reprogramming tools:**

- **DDEC Reprogramming System** for programming and changing parameters on DDEC II-DDEC V ECU controllers
- **MBE Reprogramming System** for programming and changing parameters on MBE 900/MBE 4000 VCU and PLD controllers
- **DDC Mainframe Communications** for downloading DDEC II-DDEC V engine calibrations
- **DRS Comm Settings** for interface device configuration

Q. What is included with DiagnosticLink 8 Standard and Professional?

A. Both DiagnosticLink 8 Standard and Professional include DDDL 6.50.

- The legacy tool DDDL 6.50 is utilized for diagnostics and fault code troubleshooting EPA 04 and older engine platforms.
- DiagnosticLink 8 Professional includes both DDDL 6.50 and DRS 6.30. The legacy tool DRS 6.30 is utilized for programming EPA 04 and older engine platforms. The following DRS 6.30 shortcuts can be accessed from Start Menu Programs:

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- **DDEC Reprogramming System** for programming and changing parameters on DDEC II-DDEC V ECU controllers
- **MBE Reprogramming System** for programming and changing parameters on MBE 900/MBE 4000 VCU and PLD controllers
- **DDC Mainframe Communications** for downloading DDEC II-DDEC V engine calibrations
- **DRS Comm Settings** for interface device configuration

Q. What are the server connection (phone home feature) requirements?

A. There is a new requirement that each licensed computer must connect to server (phone home) by signing into server every 90 days for DiagnosticLink 8 Standard and every 30 days for DiagnosticLink 8 Professional. For Professional, your normal connection to server (e.g. powertrain calibration downloads for reprogramming) will count as a connection. For Standard, connect to the server by clicking "Tools and Updates".

Q. How does DiagnosticLink 8 affect DDEC Reports?

A. DiagnosticLink 8 and DDEC Reports cannot connect to truck at the same time. You must close one and open the other to establish communication.

Q. Who to contact for support?

A. See list below for support contacts:

- For Ordering Support Call:
877-974-3539 or 248-293-8285 or email: customer.service@nexiq.com
- For SSO (single sign on) ID Support Call:
855-639-8680 or email: Dealer.HelpDesk@Daimler.com
- For Diagnostics & Powertrain Support Call (For Authorized Service Locations)
855-253-0423 or email: csc.software@Daimler.com
- For Vehicle Diagnostics Support Call:
855-253-0422 or email: cacsvc@Daimler.com

Q. How to resolve DRS 6.x anti-virus alerts (false positives) during install?

A. False positives occur when a pattern of code in the file matches the same pattern contained in a virus signature. Since DRS 6.x uses an old pattern of code, it's possible for an anti-virus program to report (false positives) during install or use. Installing DRS 6.30 in compatibility mode should resolve.